

## Amendments to the Specification

Please replace the abstract paragraph beginning at page 158, line 5 with the following amended abstract paragraph:

**[0370]** Electronic systems and methods for providing dispute management in a dispute management application are described. In some embodiments, the dispute management application may provide in-person arbitration services, documents-only arbitration services, in-person mediation services, and on-call mediation services. In some embodiments, the dispute management application may guide disputing parties in understanding resolution options and aid them in selecting the most appropriate mechanism for solving their dispute.